

ABSTRACT OF THE DISCLOSURE

A method of handling vehicle window warranty claims, and replacing vehicle windows accordingly, is provided in order to reduce the amount of improper warranty costs realized by vehicle manufacturer(s). In certain example embodiments, a glass expert and/or technician at a retailer location analyzes damaged vehicle windows and makes a determination as to the likely cause of the damage (i.e., whether or not it is covered by the warranty). The warranty claim is processed based upon the result of the glass expert's determination.